



City of Auburn

Grievance Procedure Under The Americans with Disabilities Act of 1990

The following grievance procedure has been established by the City of Auburn to meet the requirements of the Americans with Disabilities Act of 1990. This grievance procedure may be used by anyone who wishes to file a grievance against the City of Auburn alleging discrimination on the basis of a disability in the provision of the City's programs, services or activities.

The grievance should be in writing and contain pertinent information about the grievant and alleged discrimination such as name, address, phone number of the grievant and location, date, and description of the grievance. Alternative means of filing grievances, such as a tape recording or personal interviews, are available upon request for persons with disabilities.

The grievance should be submitted by the grievant or their designee as soon as possible, but no later than 60 calendar days after the alleged violation, to the ADA Coordinator listed below.

Within 30 calendar days after receipt of the grievance, a City of Auburn representative will contact the grievant to discuss the grievance. The City of Auburn representative will respond to the grievant in writing. However, if requested, the format of the response can be in an accessible format such as large print, Braille, or audio recording.

Within 180 days of the receipt of the grievance, the City of Auburn will propose a resolution in writing or, where appropriate, in a format accessible to the grievant. This proposal will explain the City of Auburn's position and offer options for resolution of the grievance. If the City of Auburn's proposal does not satisfactorily resolve the issue then, within 15 days of the date of the City's proposal, the grievant or their designee may appeal the decision to the City Manager.

Within 15 days after receipt of this appeal, the ADA Coordinator, or his or her designee, will meet with the grievant or their designee to discuss the grievance and possible resolutions. Within 15 days of that meeting, the ADA Coordinator, or his or her designee, will respond in writing and, if requested, in a format accessible to the grievant. This response will constitute the City of Auburn's final decision to resolve the grievance.

All written grievances received by the City of Auburn, including appeals and responses from City of Auburn representative, will be retained by the City of Auburn for at least three years.

<u>City of Auburn ADA Coordinator</u>	<u>Telephone Numbers</u>
Bernie Schroeder Director of Public Works 1225 Lincoln Way, Room 3 Auburn, CA 95603	(530) 823-4211, ext. 144 California Relay Service 7-1-1 (for TTY users) Fax (530) 823-5508 Email: bschroeder@auburn.ca.gov